Base to test new emergency alert system

A new emergency mass notification system will soon send alerts to all personnel on the air station who have "usmc.mil" email addresses as part of a Corps-wide program to improve emergency communications on Marine Corps installations.

The AtHoc Emergency Mass Notification System, which was first fielded last December, was loaded to Cherry Point-based computers on Oct. 3. Anyone here, including air station and tenant organizations such as the 2nd Marine Aircraft Wing, with a "usmc.mil" account in the Global Address System will receive computer pop-up alerts during qualified emergencies that could affect Cherry Point-based personnel. Plans are in place to add other addresses to the alert system, such as "navy.mil" and those for other tenant organizations.

Additionally, notifications may be sent via work telephone, work email, text message, cell phone and personal email. Based on this capability, end-users have the ability to receive critical emergency notifications or instructions anywhere at any time.

The first test message will be sent to end-users on Nov. 6 between 9 and 10 a.m. The pop-up test message on your computer desktop will require you to push "Acknowledge." An audible alarm will accompany this pop-up on all computers. Please note that AtHoc's trained operators will have the ability to unmute and turn up your computer volume to "50/medium" when sending emergency messages.

All personnel must follow the instructions below in order to ensure all contact information within the AtHoc system is accurate. The current requirement is that all personnel must verify their work email and telephone number. It is highly recommended that all personnel enter additional contact information as well (personal telephone and email) in order to receive notifications when not at a work location.

TRAINING:

In order to best understand how to locate AtHoc on your computer and update your personal information, please complete the following:

1. Visit: http://www.AtHoc.com/customer-support-portal-login.html
2. Click the "END-USER COMPUTER-BASED TRAINING" button on the left side of the screen
3. On the following screen, click on the "END USER" tab at the bottom of the page to watch the short training tutorial. This training will provide valuable information about the system and what to expect.

Please note: During your registration within the MCAS Cherry Point AtHoc system, you will be asked for a few things that were not referenced in the online training. These include foreign language competency and work/home location. To learn more about why you are asked for this information, please see Questions 9 & 10 in the FAQ section posted on the Cherry Point website at http://go.usa.gov/W2ch . The website also has USMC CONUS Self-Service Registration Instructions with additional information about what the Marine Corps self-service options look like.

After finishing the training, complete the following steps:

1. Locate the AtHoc icon (purple globe) on your computer. The icon may be hidden in the "Show hidden icons" box at bottom right of your computer desktop.
2. Push "Access Self Service."
3. Verify name and organizational information within "My Info."

4. Enter appropriate contact information within "Devices."
5. Enter your work (required) and home address (recommended) within "Locations."

QUESTIONS & TROUBLESHOOTING:
General questions about AtHoc Implementation: Contact Grant DeHaven, Mission Assurance Program Manager, at 252-466-2343 or visit www.AtHoc.com.
AtHoc Registration or System Issues: Contact AtHoc customer support at support@AtHoc.com or 1-888-462-8462.
GAL Issues: Contact the TISD helpdesk

FREQUENTLY ASKED QUESTIONS (FAQ):

1. Why do I need to update my information in AtHoc?

Response: Based on the multitude of threats/hazards which could occur at MCAS Cherry Point, it is critical that personnel receive as much notification as possible to mitigate potential impact. The information will be used to provide tailored or specific emergency information or instructions for an event. For instance, we may need the personnel in a building to lockdown or shelter in place, and have everyone in the next building evacuate to a specific location for safety, medical attention, and accountability. Additionally, AtHoc can be utilized to disseminate recall information and verify accountability of personnel or provide additional information regarding base closures due to inclement or destructive weather.

2. What types of notifications will be sent to my personal devices?

Response: Notifications sent through text message and to telephones via voice will result in a fee incurred by the Marine Corps. As AtHoc is implemented throughout the Marine Corps, policies will be developed to steer installations as to what chargeable notifications are acceptable. Until follow-on guidance is received, only notifications pertaining to base closures, emergencies, necessary recalls, and accountability will be sent by MCAS Cherry Point operators through text or telephone.   An occasional test message may be sent out, yet only as approved by Headquarters Marine Corps.

3. Who will have access to my personal contact information and addresses?

Response: This information can only be viewed by a small group of AtHoc Operators and Administrators located within PMO, Operations Directorate, and TISD. Queries of an employee's information will never be pursued as the system simply stores this information and reacts to the request of an operator to send a notification out to end-users.   This additional contact information will not be released out of the AtHoc system.

4. Why do I not have AtHoc on my computer or it shows me as being at another installation?

Response: AtHoc feeds on information as it is listed within the GAL and updates after changes take place within the GAL. If you do not have AtHoc access on your computer, this indicates that you do not have a "usmc.mil" account or you have a GAL-related issue. If you are listed under another installation, this indicates that your GAL information has not been changed from your previous location. Please contact the TISD help desk if you have these types of issues.

5. Will these computer pop-ups prevent me from using my computer?

Response: The operator will have the means to determine if the computer pop-up will require recipient acknowledgement or simply fade. Some less crucial notifications will appear and fade after

a few seconds. Others, which may be more important, will remain on your computer until the end-user clicks "acknowledge" or any other available response to the message. By either means, the computer will be completely operational within a few seconds.

6. If we have one work phone for multiple personnel, will a voice notification be sent to each end-user associated with that phone?

Response: No. The system has the capability to recognize multiple entries of a single phone and will only contact that phone once.

7. Can I provide a unique response to a notification or send unique information if I have information about an emergency that no notification has been sent out for?

Response: Currently, no. An AtHoc mobile app exists which allows users to actually send voice information and other crucial information back to AtHoc operators and emergency personnel during an emergency or if witnessing suspicious activity. HOWEVER, the Marine Corps currently does not utilize this feature and it is not available. Some AtHoc notifications will allow the end-user to offer a specific response based on a list of options. This will help emergency personnel with an understanding of your situation, yet does not substitute necessary communication via 911, etc.

8. Can personnel without a "usmc.mil" account obtain AtHoc notifications?

Response: Personnel without a "usmc.mil" account can still obtain email, voice, and text messages if incorporated into the distribution list within AtHoc. However, these users will not receive the computer pop-ups. AtHoc Administrators will be working on developing distributions lists for personnel within MCCS, FRCEAST, NHCCP, and DeCA during the implementation process.

9. Why am I asked if I am a foreign language speaker under "My Info" while self-registering?

Response: AtHoc can be queried by operators to determine if anyone at the location has a pertinent skill set which may be needed during an emergency. As of right now, the "foreign language" designator has been programed in AtHoc by the Contractor. The four listed languages were found to be most needed at Marine Corps locations worldwide. Currently, there is no requirement to provide this information. If you choose to do so, you may be contacted if your skill set is needed. Over time, additional skill sets may be placed in the system that may be beneficial during an emergency situation.

10. Why am I asked to insert my work and home addresses?
Response: This feature allows geo-targeting of personnel in order to send specific hazard information and instructions that may be exclusive to their locations (e.g. tornado, flooding, chemical release, active shooters, fires, etc.).

11. Will Marine Corps tenant organizations have the ability to release emergency notifications to command personnel via AtHoc?

Response: Currently, AtHoc is designed to release important alerts and warnings from station to MCAS Cherry Point and tenant organization personnel. However, scenarios may exist that AtHoc could assist with in relation to tenant command utilization (e.g. emergency recalls). These scenarios and utilization policies will be developed during the implementation phase. Tenant command leadership will be invited to provide input during this development process.

AtHoc
Network-Centric Emergency Notification Systems

CONUS Self-Service Registration Instructions for the United States Marine Corps Mass Notification System

October, 2013

Questions may be directed to:

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dkelley@athoc.com	(650) 685-3090
	support@athoc.com

Using the AtHoc Self-Service Function

1. **Purpose:** The purpose of this document is to provide instructions for CONUS end-users on how to register and utilize the AtHoc Self-Service function, which is part of the Marine Corps Mass Notification System.

2. **General Information:**
   - Marine Corps personnel whose workstation resides on the NMCI network can update information regarding organization, contact devices, and work and home locations. Update information by accessing the systems Self-Service function available from the AtHoc Desktop Notifier (Client). The Desktop Notifier appears as a Purple Globe in the workstation system tray.

   - Marine Corps personnel whose workstation resides on the MCW or MRAM networks can access the Self-Service function from a URL (provided below).

   - Other DoD personnel who are members of Tenant organizations on a Marine Corps installation, but are not on the NMCI, MCW or MRAM networks do not have access to Self-Service. Their account information must be provided manually – as either comma-separated value (.csv) file import or system operator input.

3. **Steps:**

   a. NMCI, MCW and MRAM users can open Self-Service by using the URL associated with your Installation from the following list.
      - MCBH KBay– https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060374
      - Camp Smith - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060376
      - HQMC/MCICOM - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060336
      - Lejeune/New River - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060346
      - Cherry Point - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060354
      - Norfolk Area - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060356
      - Parris Island - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060338
      - Beaufort - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060352
      - Blount Island - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060358
      - Albany - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060350
      - Pendleton - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060364
      - Miramar - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060368
      - MCRD San Diego - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060340
      - 29 Palms - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060342
      - Yuma - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060370
      - Bridgeport - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060344
      - Barstow - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060372
      - Quantico - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060360
      - 8th and I - https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060362

   b. NMCI users only: Can access Self-Service by right-clicking on the purple globe icon in the system tray on your NMCI workstation and selecting "Access Self-Service" (see Figures 1 & 2).

Figure 1
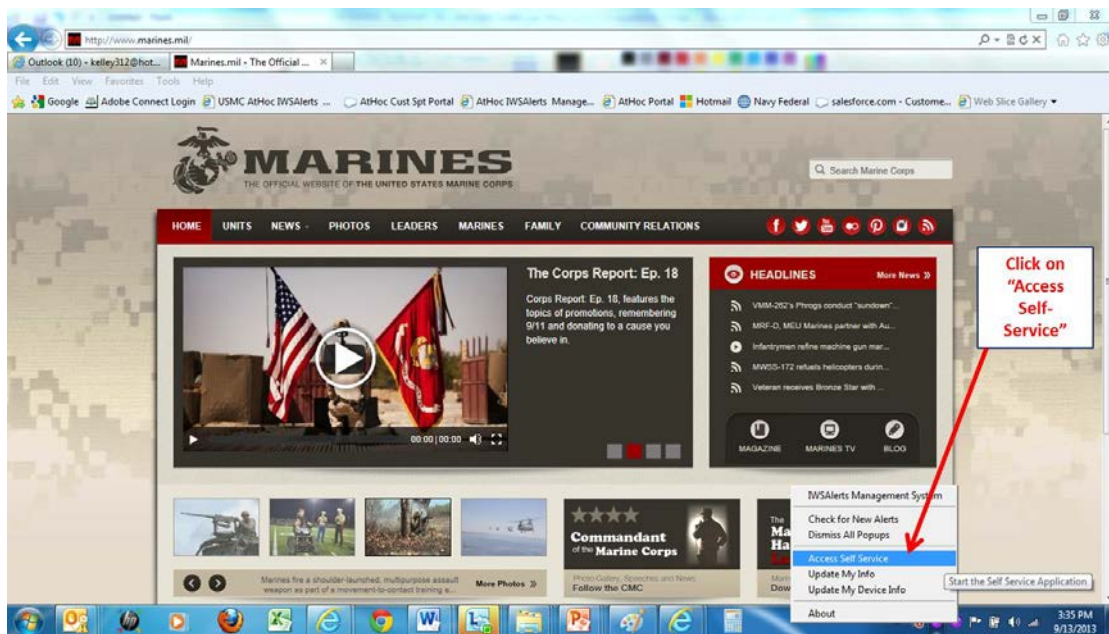
Figure 2

c.   When prompted, select your CAC Certificate and enter your CAC PIN.
     Regardless of the method used to access the Self-Service site, once logged on, the "My Info" Tab
     appears. (Figure 3)

Figure 3

d. Update the key attributes that apply to you.

    1) Select any of the listed foreign languages if you have an advanced skill in the
       language.(Figure 3)

    2) Important: select your organization by clicking on the hyperlink in the Organization
       Information section (Figure 4).

    3) In some cases, the organizational hierarchy may not go all the way down to the level at
       which you work. Simply select the next appropriate higher headquarters that is listed (Figure
       5).

Figure 4

Figure 5

e. Once you have updated the data on the "My Info" tab and clicked "Save", click on the "My Devices" tab (Figure 6). Input your contact information email, phone, and SMS text and then "Save". Enter commercial phone numbers only, no DSN numbers!

Figure 6

f. When you've completed entering Device information, click on the "Locations" Tab to enter and work address information. (Figure 7)

Figure 7

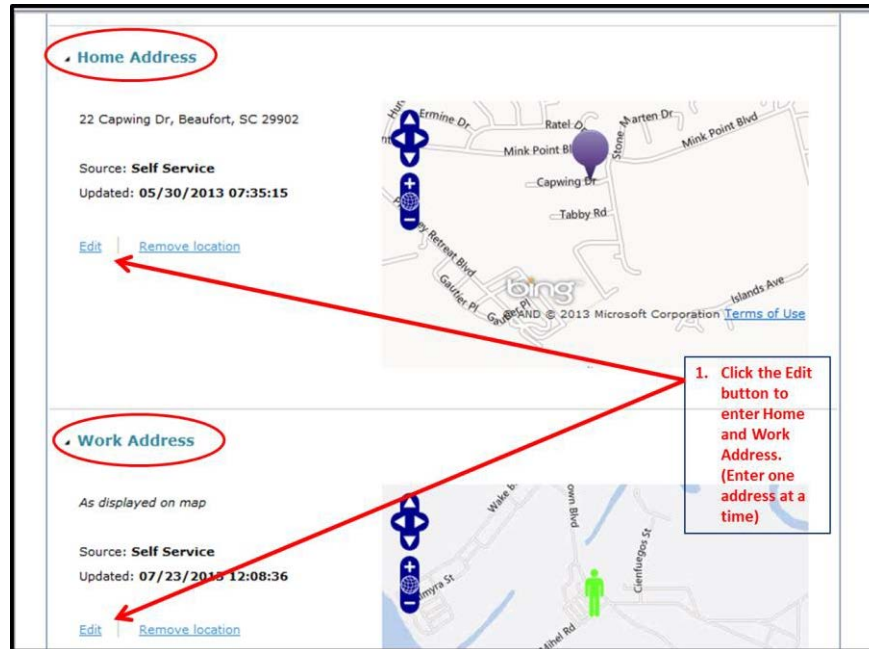1) Click on the "Edit" button for either your Home or Work Address. (Figure 8)

Figure 8

2) Address information can be added in two ways (Figure 9)
   (a) By typing in the actual address in the space provided; or
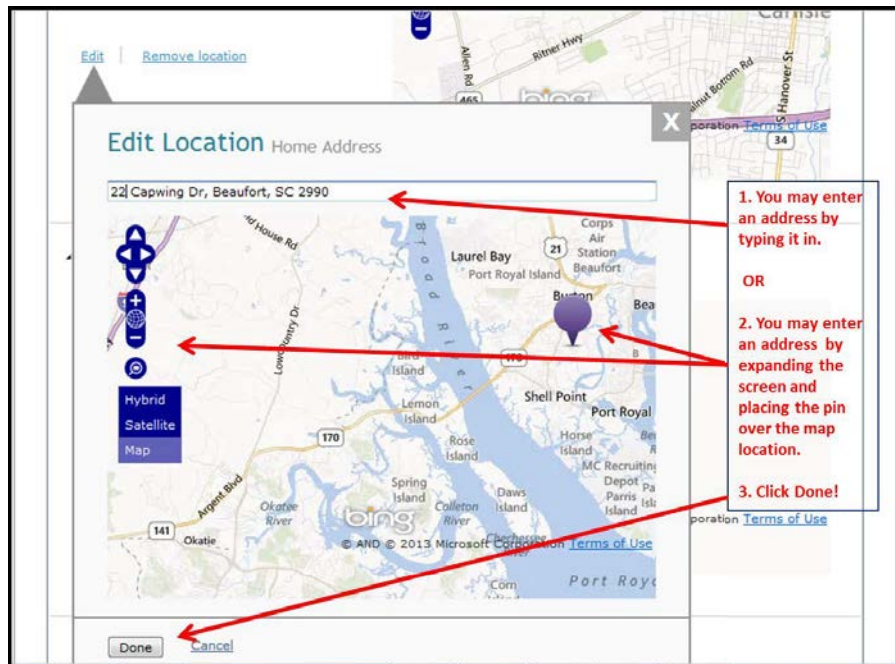   (b) By using the cursor on the Map and moving it to the exact location

Figure 9

3) Click the "Save!" button to save your changes. (Figure 10).

Figure 10

Congratulations! You have completed the steps required to enter all pertinent information and receive alerts on the devices you provided. Please update your information as it changes using these same procedures.